

TITLE 83: PUBLIC UTILITIES
CHAPTER I: ILLINOIS COMMERCE COMMISSION
SUBCHAPTER f: TELEPHONE UTILITIES

PART 725
STANDARDS OF SERVICE APPLICABLE TO 9-1-1 EMERGENCY SYSTEMS

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AUTHORITY: Implementing and authorized by Section 10 of the Emergency Telephone System Act [50 ILCS 750/10].

SOURCE: Adopted at 4 Ill. Reg. 2, p. 163, effective December 31, 1979; amended at 5 Ill. Reg. 888, effective January 9, 1981; codified at 8 Ill. Reg. 12188; Part repealed, new Part adopted at 20 Ill. Reg. 5335, effective April 1, 1996; amended at __ Ill. Reg. _____, effective _____.

SUBPART A: GENERAL PROVISIONS

Section 725.101 Waivers

- a) A public agency or a telecommunications carrier may file a petition pursuant to 83 Ill. Adm. Code 200 for a temporary waiver from compliance with the requirements of Sections 725.205(d); 725.210(e); 725.220(c); 725.400(a), (d)(3) and (f); 725.500(c), (h), (i), (j), (k), (o), (p) and (q); 725.505(a), (e), (g), (i), (m) and (y); 725.620(b); ~~725.700~~ and 725.Appendix A, if the petitioner alleges that compliance with the provision is either technologically infeasible or that it is financially incapable of complying with the requirement. The petition must include a proposed schedule for compliance with the provision. In determining whether to grant a waiver from a specified requirement, the Commission shall consider the economic impact of compliance, costs and rate consequences (if applicable), and the effect of the waiver on the provision of emergency services.
- b) If granted, ~~this such~~ waiver will be effective for a period of up to one year from the date of the order granting the waiver. A party seeking an extension of the waiver period must file a separate petition with the Commission. Any extension of the waiver period shall be for no longer than one year. A party may file for and be granted more than one waiver and more than one extension of the waiver period.

(Source: Amended at __ Ill. Reg. _____, effective _____)

Section 725.105 Definitions

In the interpretation of this Part, the following definitions shall be used.

"9-1-1 System" - The geographic area that has been granted an order of authority by the Commission to use "9-1-1" as the primary emergency telephone number.

"A' Links" - Message trunks capable of providing ANI connecting the serving central office of the 9-1-1 calling party and the designated 9-1-1 ~~selective router tandem~~ control office.

"Access Line" - The connecting facility between a customer's premises network interface device and the local exchange carrier's facility that provides access to the switching network for local exchange and interexchange telecommunications service.

"Aid Outside Normal Jurisdiction Boundaries Agreement" - A written cooperative agreement entered into by all participating and adjacent agencies and public safety agencies providing that, once an emergency unit is dispatched to a request through a system, ~~that such~~ unit shall render its services to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

"Alternate Routing" - Alternate routing allows 9-1-1 calls to be alternatively rerouted to another Public Safety Answering Point (PSAP) location in the case of the overflow calls on the "B" link or PSAP failure.

"Audible Signal" - A buzzer, bell, or tone device used to alert an individual that appropriate action is required.

"Automatic Alarm and Automatic Alerting Device" - Any device ~~that which~~ will access the 9-1-1 system for emergency services upon activation ~~and does not provide for two-way communication.~~

"Automatic Location Identification" or "ALI" - In an E9-1-1 system, the automatic display at the PSAP of the caller's telephone number, the address/location of the telephone and supplementary emergency services information transmission of the originated caller's service address.

"Automatic Number Identification" or "ANI" - Automatic display of the 9-1-1 calling party's number on the PSAP monitor.

"B' Links" - The special service circuits between the 9-1-1 ~~selective routers tandem~~ control offices and the PSAP.

"Backup PSAP" - A Public Safety Answering Point ~~that which~~ serves as an alternate to the primary PSAP for enhanced systems and is located at a different location than the municipality's/county's primary PSAP providing the service, ~~that which~~ will accept overflow calls and calls that are rerouted due to "B"-link failure or because the primary

PSAP is disabled.

"Basic 9-1-1" - A general term ~~that~~ which refers to an emergency telephone system ~~that~~ which automatically connects a person dialing the digits "9-1-1" to an established PSAP through normal telephone service facilities.

~~"Billing Concession" - A telecommunications carrier service where employees are offered services at discounted rates.~~

"Busy Hour" - The two consecutive half-hours each day during which the greatest volume of traffic is handled in the central office.

"Busy Tone" - An audible signal indicating a call cannot be completed because the called access line is busy. The tone is applied 60 times per minute.

"Call Box" - A device that is normally mounted to an outside wall of the serving telecommunications carrier central office and designed to provide emergency on-site answering by authorized personnel at the central office location in the event a central office is isolated from the PSAP.

"Called Party Hold" - A telephone service feature that enables the called party to maintain a connection, even if the calling party has hung up, on any circuit so equipped.

"Call Referral" - A 9-1-1 service in which the PSAP telecommunicator provides the calling party with the telephone number of the appropriate public safety agency or other provider of emergency services.

"Call Relay" - A 9-1-1 service in which the PSAP telecommunicator takes the pertinent information from a caller and relays that information to the appropriate public safety agency or other provider of emergency services.

"Call Transfer" - A 9-1-1 service in which the PSAP telecommunicator receiving a call transfers that call to the appropriate public safety agency or other provider of emergency services.

"Central Office" - A switching office/facility in a telephone system ~~that~~ which provides service to the general public, having the capability of terminating and interconnecting subscriber lines and/or trunks.

"Circuit" - The physical connection (or path) of channels, conductors, and equipment between two given points through which an electronic signal may be established.

"Centrex-type Service" - A telecommunications carrier central office based service with characteristics similar to those of private branch exchange type systems. When making an emergency call from a Centrex phone, it is necessary to dial an outside access code, typically the digit 9, before dialing the 9-1-1 emergency number.

"Commission" - The Illinois Commerce Commission.

"Control Office" - The control office controls the switching of ANI and selective routing information to the appropriate PSAP. The control office serves as a tandem switch in the 9-1-1 network.

"Dedicated Direct Trunking" - An arrangement where a telephone line connection has no intermediate switching points between the originating central office and PSAP location. The facilities utilized in this arrangement may be either intra- or inter-exchange.

"Default Routing" - A feature ~~that which~~ allows E9-1-1 calls to be routed to a designated default PSAP if the incoming E9-1-1 call cannot be selectively routed due to ANI failure, garbled digits, or other causes ~~that which~~ prevent selective routing.

"Direct Dispatch" - A 9-1-1 service ~~that which~~ provides for the direct dispatch by a PSAP telecommunicator of the appropriate unit upon receipt of a telephone request for ~~the~~ such services and the decision as to the proper action to be taken.

"Diverse Routing" – The practice of routing circuits along different physical paths in order to prevent total loss of 9-1-1 service in the event of a facility failure.

"E9-1-1 ~~Selective Router Tandem Office~~" - A telecommunications carrier switching office or stand alone selective routing switch equipped with enhanced 9-1-1 service capabilities. This switch serves as an E9-1-1 ~~selective router tandem office~~ for 9-1-1 calls from other local offices in the 9-1-1 service area.

"Emergency Call" - A telephone request for emergency services ~~that which~~ requires immediate action to prevent loss of life, reduce bodily injury, prevent or reduce loss of property, and ~~any such~~ other situations as are determined by local custom.

"Emergency Service Number" or "ESN"- sometimes known as emergency service zone (ESZ). An ESN is a three to five digit number representing a unique combination of public safety agencies (Police, Fire, and Emergency Medical Service) designated to serve a specific range of addresses within a particular geographical area or ESZ. The term ESZ refers to the geographic area itself and is generally used only during the ESN definition process to label specific areas. The ESN facilitates the selective routing of calls to appropriate PSAPs. An ESN is a three to five digit number representing a unique combination of emergency service agencies designated to serve a specific range of addresses within a particular geographical area

"Emergency Telephone System Board" or "ETSB" - A board appointed by the corporate authorities of any county or municipality that provides for the management and operation of a 9-1-1 system within the scope of ~~those such~~ duties and powers as prescribed by the Emergency Telephone System Act (ETSA) [50 ILCS 750]. The corporate authorities shall provide for the manner of appointment, provided that members of the board meet the requirements of the statute.

"English Language Translation" or "ELT" - data base table that provides the names of the public safety agencies associated with an ESN/ESZ number, that is displayed on the

ALI screen at the PSAP.

"Enhanced 9-1-1" or "E9-1-1" - A general term ~~that which~~ refers to an emergency telephone system with specific electronically controlled features such as ALI, ANI, or Selective Routing; and ~~that which~~ uses the master street address guide (MSAG) geographic files.

"Error Ratio" - The percentage of database records that are not MSAG valid for a specific 9-1-1 system.

"Exempt Lines" - Exempt lines are lines other than those for which a 9-1-1 surcharge may be imposed under the criteria set forth in Section 15 of the ETSA [50 ILCS 750/15]. Exempt lines include, but are not limited to, telecommunications carrier official lines and federal government lines.

"Forced Disconnect" - A feature ~~that which~~ allows the PSAP to release a telephone connection, even though the calling party has not been disconnected, to avoid caller jamming of the incoming trunks.

"Grade of Service" - The probability (P), expressed as a decimal fraction, of a telephone call being blocked. P.01 is the grade of service reflecting the probability that one call out of one hundred will be blocked.

"Idle Circuit Tone Application" - A feature ~~that which~~ applies a distinctive tone toward the PSAP attendant to distinguish between calls that have been abandoned before the attendant answers and calls where the caller is unable to speak for some reason.

"Key Telephone System" - A telephone system in which the telephones have multiple buttons permitting the user to directly select the outgoing line on which to place a call; usually with a small number of lines and stations; in which each station functions as a switch and permits users a choice over. These systems are traditionally found in relatively small business environments, typically in the range of 50 telephones.

~~"Local Exchange Carrier" or "LEC" - A telecommunications carrier under the Public Utilities Act that provides local exchange telecommunications services as defined in Section 13-204 of the Public Utilities Act [220 ILCS 5/13-204], except a telecommunications carrier that is owned or operated by one or more political subdivisions, public or private institutions of higher education or municipal corporations of this State.~~

"Local Loop" - A channel between a customer's network interface and its serving central office. The most common form of loop, a pair of wires, is also called a line.

"Local Number Portability" or "LNP" - A process by which a telephone number may be reassigned from one local exchange carrier to another.

"Logging Recorder" - A machine that records both sides of telephone and radio transmissions.

"Master Street Address Guide" or "MSAG" - The computerized geographical file ~~that~~ which consists of all streets and address data within the 9-1-1 system area. This database is the key to the selective routing capability of E9-1-1 systems. It is to match an originating caller to a specific answering point based on the address data. The MSAG may require updating after the initial file is established.

"Mechanical Dialer" - A device that either manually or remotely triggers a dialing device to access the 9-1-1 system.

"Network" - The aggregate of transmission systems and switching systems. It is an arrangement of channels, such as loops, trunks, and associated switching facilities.

"Network Connections" - A voice grade communication channel directly between a subscriber and a telecommunications carrier's public switched network, without the intervention of any other telecommunications carrier's switched network, ~~that which~~ would be required to carry the subscriber's interpremises traffic. The connection either:

is capable of providing access through the public switched network to a 9-1-1 system, if one exists; or

if no system exists at the time a surcharge is imposed under Section 15.3 of the ~~ETSA Emergency Telephone System Act~~ [50 ILCS 750/15.3], would be capable of providing access through the public switched network to the local 9-1-1 system if one existed.

"Network Segment" - A portion of the network in which there are no intermediate switching points. "A" links and "B" links are network segments.

~~"9-1-1 System" - The geographic area that has been granted an order of authority by the Commission to use "9-1-1" as the primary emergency telephone number.~~

"On-line Date" - A date that is agreed to by all parties as to when a 9-1-1 system is activated for the public.

~~"Operator Services" - Any of a variety of telephone services that need the assistance of an operator or an automated "operator" (i.e. using interactive voice response technology and speech recognition). These services include collect calls, third party billed calls, and person-to-person calls.~~

"Order of Authority" - A formal order of the Commission ~~that which~~ authorizes public agencies or public safety agencies to provide 9-1-1 service in a geographical area.

"Originating Switchhook Status Indication" - An audible and/or visual indication of the status of a calling party being held.

"Overflow" - A call or position used when a call is blocked or rerouted due to excessive traffic.

"Primary Point of Contact" or ~~"9-1-1 Contact Person"~~ - The individual entity designated by the 9-1-1 system management as the contact point for the participating telecommunications carriers ~~local exchange carrier(s)~~.

"Private Branch Exchange" or "PBX" - A telephone switchboard with many stations not individually connected to the local exchange carrier switching network.

"PSAP" - Public Safety Answering Point, sometimes called a Center or 9-1-1 Center; the initial answering location of a 9-1-1 call.

"Public Agency" - The State; or any unit of local government or special purpose district located in whole or in part within this State; ~~that which~~ provides police, firefighting, medical or other emergency services or has authority to do so.

"Public Safety Agency" - A functional division of a public agency ~~that which~~ provides police, firefighting, medical or other emergency services.

~~"Rate Center" - A geographically specified area used for determining mileage and/or usage dependent rates in the public switched network.~~

~~"Rehomining" - A major network change which involves moving a customer's local loop termination from one central office wireless center to another. Rehomining generally involves the retermination of private line facilities, although it can simply involve local loop termination for purposes of access to switched services. Rehomes also can be for the puposes of access to switched services. Rehomes also can be for the purposes of the carrier, perhaps in connection with a switch upgrade or switch move/decommission.~~

"Ringback" - A feature used in conjunction with "Called Party Hold" that allows the PSAP telecommunicator to ringback the caller who has disconnected before the necessary emergency data has been obtained.

"Ringback Tone" - A tone returned to the caller to indicate that a central office is providing ringing current to the called party's circuit.

~~"Route Diversity" - Two or more separate routes of communication arranged to reduce the possibility that, in the event of facility damage or failure, there would be any interruption of communications.~~

"Secondary PSAP" - A location where a 9-1-1 call is transferred for dispatching purposes.

"Selective Routing" - A switching system ~~that which~~ automatically routes calls to predetermined PSAPs, based on the location of the calling telephone number.

"Service Address" - The location of the primary use of the network connection or connections.

"Surcharge" - An amount levied by the corporate authorities of any municipality or county on billed subscribers of network connections for installing and maintaining an Enhanced 9-1-1 system.

"System Management" - The ETSB that provides for the management and operation of a 9-1-1 system within the scope of ~~those such~~ duties and powers as prescribed by the Emergency Telephone System Act. If no ETSB is established, then those persons given the authority to operate the 9-1-1 system by the local public agencies.

"System Provider" - ~~The contracted~~ An entity that is certified as a telecommunications carrier by the Commission providing 9-1-1 network ~~or selective routing or and~~ database services.

"Tandem Trunking" - An arrangement whereby an E9-1-1 call is routed from a central office to the 9-1-1 ~~selective router tandem control office~~ to the PSAP.

"TDD" - A telecommunications device for the deaf. See "TTY."

"Telecommunications Service" - Shall have the same meaning as defined in Section 13-203 of the Public Utilities Act [220 ILCS 5/13-203].

"Telecommunications Service Area" - The geographical area served by a telecommunications carrier.

"Telecommunications Carrier" - Shall have the same meaning as defined in Section 13-202 of the Public Utilities Act [220 ILCS 5/13-202], ~~including those carriers acting as resellers of telecommunications services.~~ For the purpose of 9-1-1 service, this definition shall include telephone systems operating as mutual concerns. ~~A telecommunications carrier under the Public Utilities Act may provide competitive or noncompetitive local exchange telecommunications services or any combination of the two as defined in Section 13-204 of the Public Utilities Act [220 ILCS 5/13-204].~~

"Telecommunicator" - A person who is trained and employed in public safety telecommunications. The term applies to complaint telephone operators, radio operators, data terminal operators or any combination of such functions in a PSAP.

"Terminal Equipment" - Telephone station apparatus.

"Transfer" - A feature ~~that which~~ allows the PSAP telecommunicator to transfer E9-1-1 calls to a specific location or secondary PSAP.

~~"Trunk" - The general term for a telecommunications carrier facility that transmits signals between central offices or between a private branch exchange (PBX) and its local central office. A circuit used to connect a call between central offices.~~

"TTY" or "Teletypewriter" - a telegraph device capable of transmitting and receiving alphanumeric information over communications channels and is capable of servicing the needs of those persons with a hearing or speech disability.

~~"TTY" - A teletypewriter, a device which employs graphic or braille communication in the transmission of coded signals through a wire or radio communication system.~~

"Uninterruptible Power Supply Source" - An emergency power source ~~that~~ which can detect any change in power line frequency or voltage and automatically compensates for these changes by supplying additional power or converting to an auxiliary power source, without any loss of voltage or frequency.

(Note: Words importing the singular number may extend and be applied to several persons or things, and words importing the plural number may include the singular.)

(Source: Amended at ___ Ill. Reg. _____, effective _____)

SUBPART B: AUTHORIZATION TO OPERATE

Section 725.200 General Requirements

- a) All tentative and final plans for 9-1-1 systems shall be filed in compliance with this Part and the Emergency Telephone System Act ~~[50 ILCS 750]~~.
- b) Tentative plans shall be submitted to the Commission's 9-1-1 ~~Program Emergency Telephone Section~~ for review as detailed in Section 725.205(c) through (e).
- c) Final plans shall be formally submitted to the Commission for approval as detailed in Section 725.210(a) through (f) (See 83 Ill. Adm. Code 200, "Rules of Practice").
- d) A 9-1-1 system shall not become operational without an order of authority from the Commission.
- e) ~~The following modifications. Modification that require a Final Order from the Commission of the boundaries of an existing system or of the participants in an existing system shall be reported to the Commission with a revised final plan, consisting of the revised application narrative and/or revised exhibits as prescribed in Section 725.210(d):~~
 - 1) ~~Changing boundaries that require an intergovernmental agreement between local governmental entities to exclude or include residents within the 9-1-1 jurisdiction;~~
 - 2) ~~Consolidating two or more 9-1-1 systems by intergovernmental agreement into a joint 9-1-1 system; and~~
 - 3) ~~Contracting for dispatch services.~~
- f) ~~The following modifications do not require a Final Order from the Commission. System management must, however, provide written notification of such change to the 9-1-1 Program 10 days prior to the change taking place. The written notification must consist~~

~~of the revised application narrative and/or revised exhibits as prescribed in Section 725.210(d)). Except for E9-1-1 systems, the outline of a 9-1-1 system must coincide with applicable telephone service area limits, which shall consist of the entire telephone exchange.~~

- 1) ~~Addition/deletion of a system participant or adjacent public safety agency as prescribed by Section 725.210(d)(3)-(4);~~
 - 2) ~~Relocation of a primary, backup, or secondary PSAP facility; and~~
 - 3) ~~Reductions/additions of primary or secondary PSAPs.~~
- g) The Emergency Telephone System Board in counties passing referendums and the Chairman of the County Board in counties implementing a 9-1-1 system shall be responsible to insure that all areas of the county are served [50 ILCS 750/10.2].
- h) ~~Modification to an approved application or system other than the items listed in Section 725.200(e) should be submitted to the Commission's 9-1-1 Emergency Telephone Section in writing no later than 10 days after the change.~~

(Source: Amended at ___ Ill. Reg. _____, effective _____)

Section 725.205 Tentative Plans

- a) A local public agency proposing to operate a 9-1-1 system shall first hold an informational meeting. ~~This~~ Such meeting may include:
 - 1) Each public agency having jurisdiction in the ~~telephone service areas exchange or exchanges~~ of the proposed system;
 - 2) Each public safety agency having jurisdiction in the ~~telephone service areas exchange or exchanges~~ of the proposed system;
 - 3) Each ~~telecommunications carrier LEC~~ providing the ~~local exchange service exchange or exchanges~~ in the proposed service area;
 - 4) Recognized emergency medical planning groups, e.g., Area Wide Hospital Emergency Services (AHES);
 - 5) Any other emergency service providers and planning agencies deemed necessary by local desire; and
 - 6) Any telecommunications carrier providing 9-1-1 related services.
- b) ~~Any~~ Such additional meetings as are necessary shall be held between the proposed served agencies and ~~any the~~ telecommunications carrier serving the proposed 9-1-1 service area to determine the system design.

- c) Tentative plans shall consist of a narrative of the proposed system's operation and a completed "Application to Illinois Commerce Commission For the Provision of 9-1-1 Service," consisting of the following exhibits:
- 1) Exhibit 1: A map showing the boundaries of the proposed system;
 - 2) Exhibit 2: A map or maps showing the jurisdictional boundary of each system participant and adjoining public agencies and public safety agencies;
 - 3) Exhibit 3: A list of system participants showing the land area in square miles and the estimated population served in their jurisdictions, including their addresses, telephone numbers and form of dispatch;
 - 4) Exhibit 4: A list of the public agencies or public safety agencies adjacent to the proposed system boundaries, including their addresses and telephone numbers;
 - 5) Exhibit 5: A list of the involved telecommunications carriers ~~LEC~~, their telephone service areas ~~exchanges~~ in the proposed system, area code, prefixes involved, and type of 9-1-1 system as specified in Section 725.500(g);
 - 6) Exhibit 6: Identification of financial arrangements including revenues available for funding the 9-1-1 system;
 - 7) Exhibit 7: A summary of the anticipated implementation cost and annual operating cost of the proposed system ~~that~~ ~~which~~ are directly associated with the 9-1-1 call handling process. Copies of contractual agreements between System Management and any telecommunications carriers shall be included;
 - 8) Exhibit 8: Call Handling Agreements: Copies of the proposed agreements between the PSAP and the public agencies and/or public safety agencies in a single system. Copies of the proposed agreements between PSAPs in adjacent systems or, in the absence of a PSAP, the public agencies or public safety agencies whose jurisdictional boundaries are contiguous. These agreements shall indicate the primary and secondary methods to be employed for notification of emergency calls received from requesting parties within their respective jurisdictions and shall include either direct dispatch, call referral, call relay, or call transfer;
 - 9) Exhibit 9: Aid Outside Normal Jurisdictional Boundaries: A copy of the proposed annual agreement between the PSAP management and all public agencies and/or public safety agencies in a single system and in different systems but whose jurisdictional boundaries are contiguous. This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system by direct dispatch, call referral, call relay, or call transfer, ~~this~~ ~~such~~ unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries. A copy of both agreements shall be filed with the Chief Clerk of the Commission at the time the petition is filed; and

- 10) Exhibit 10: A completed checklist supplied by the Commission, a network diagram, and a test plan pursuant to Section 725.505(y) (completed to the extent possible in consideration of the tentative plan).
- d) A copy of the tentative plan shall be filed for review by the Commission ~~at least no later than 120 days after implementation of the approved surcharge or the signing of a contract or letter of intent with system providers, whichever comes first, but no later than one year prior to the proposed on-line date.~~ A copy of the tentative plan shall also be provided to the telecommunications carriers providing service within the service area of the PSAP. The Commission's 9-1-1 Program Emergency Telephone Section shall review each tentative plan and provide an opinion to the originating agency within 120 days after receipt.
- e) Approval of tentative plans by the Commission's 9-1-1 Program Emergency Telephone Section shall be required prior to a final plan being submitted. Plans filed under Section 11 of the ETSA [50 ILCS 750/11] shall conform to minimum standards as established pursuant to Section 10 of the ETSA [50 ILCS 750/10].

(Source: Amended at ___ Ill. Reg. _____, effective _____)

Section 725.210 Final Plans

- a) ~~Unless waived, the Commission shall hold hearings to review the final plan and shall either approve or disapprove the plan. The petitioner may request a waiver as described in subsection (b). The petitioner may request a hearing waiver as outlined below. The Commission, however, shall hold hearings to formally review the final plan and shall either approve or disapprove the plan. The hearing shall be waived if requested by the petitioner and if neither Commission Staff nor any other party objects to the hearing waiver.~~
- b) The following procedures must be taken in requesting a waiver of the Commission's hearing process:
 - 1) The waiver request shall be stated in the cover letter to the Chief Clerk and in the petition. Replacement language to be inserted as (1) in the petition shall be:

Review the final (or modified) plan based on the information submitted in the application and allow the parties involved to waive a hearing on the matter.
 - 2) Publish a notice in local newspapers of general circulation at least 10 days prior to filing the application with the Commission. The notice shall appear in newspapers whose circulation covers all municipalities within the proposed system and those adjacent to the proposed system. A proof of publication from the newspapers shall be enclosed with the application.
 - 3) Notify all adjacent agencies of the intent to file a plan with the Commission for a 9-1-1 emergency telephone system. This letter shall state petitioner's address

and telephone number and the Commission's 9-1-1 ~~Program Emergency Telephone Section~~ address and telephone number for purposes of additional information or objections to the plan. Copies of these letters shall be attached to the submitted plan.

- 4) An affidavit from the serving telecommunications carriers that all information contained in the application is correct. The affidavits must be signed and notarized and submitted with the petition.
- c) Final plans submitted to the Commission shall have the concurrence of their participants.
 - d) Final plans shall consist of a narrative of the proposed system's operation and a completed "Application to Illinois Commerce Commission For the Provision of 9-1-1 Service" consisting of the following exhibits:
 - 1) Exhibit 1: A map showing the boundaries of the proposed system;
 - 2) Exhibit 2: A map or maps showing the jurisdictional boundary of each system participant and adjoining public agencies and public safety agencies;
 - 3) Exhibit 3: A list of system participants, the land area in square miles and the estimated population served in their jurisdictions, including their addresses, telephone numbers and form of dispatch;
 - 4) Exhibit 4: A list of the public agencies or public safety agencies adjacent to the proposed system boundaries, including their addresses and telephone numbers;
 - 5) Exhibit 5: A list of the involved ~~telecommunications carriers LECs~~, their ~~telephone service areas exchanges~~ in the proposed system, ~~area code~~, prefixes involved and type of 9-1-1 system as specified in Section 725.500(g);
 - 6) Exhibit 6: Identification of the financial arrangements including revenues available for funding the 9-1-1 system;
 - 7) Exhibit 7: A summary of the anticipated implementation cost and annual operating cost of the proposed system ~~that which~~ are directly associated with the 9-1-1 call handling process. Copies of contractual agreements between System Management and any telecommunications carriers shall be included;
 - 8) Exhibit 8: Call Handling Agreements: Copies of the signed agreements between the PSAP and the public agencies and/or public safety agencies in a single system. Copies of the signed agreements between PSAPs in adjacent systems or, in the absence of a PSAP, the public agencies or public safety agencies whose jurisdictional boundaries are contiguous. These agreements shall indicate the primary and secondary methods to be employed for notification of emergency calls received from requesting parties with their respective jurisdictions and shall include either direct dispatch, call referral, call relay, or call transfer;

- 9) Exhibit 9: Aid Outside Normal Jurisdiction Boundaries: A copy of the signed annual agreement between the PSAP management and all public agencies and/or public safety agencies in a single system and in different systems but whose jurisdictional boundaries are contiguous. This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system by direct dispatch, call referral, call relay, or call transfer, ~~this such~~ unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries. A copy of both agreements shall be filed with the Chief Clerk of the Commission at the time the petition is filed; and
- 10) Exhibit 10: A completed checklist supplied by the Commission, a network diagram, and a test plan pursuant to Section 725.505(y).
- e) Final plans shall be formally submitted to the Commission for approval no later than six months prior to the planned on-line date.
- f) The Commission shall approve final plans when the petitioner has complied with the requirements of this Part and applicable laws.

(Source: Amended at ___ Ill. Reg. _____, effective _____)

Section 725.220 Records and Reports

- a) The system management shall maintain ~~those such~~ records as it considers necessary to document its operations and satisfy the requirements of interagency agreements. As a minimum, ~~those such~~ records shall include:
 - 1) A log of major system operations;
 - 2) Critical equipment outages; and
 - 3) Records of telecommunications carrier database queries by system management.
- b) The records specified in subsection (a) shall be preserved for a minimum of one year.
- c) The system management shall be required to file with the Commission's 9-1-1 Program, ~~the Commission's Chief Clerk's Office, and the Illinois Attorney General Emergency Telephone Section~~ by January 31 the following items:
 - 1) The current 9-1-1 contact person for the 9-1-1 system;
 - 2) The current error ratio for the E9-1-1 database;
 - 3) The current surcharge being collected;

- 4) The current makeup of the Emergency Telephone System Board;
- 5) The current networking for the 9-1-1 system; ~~and~~
- 6) Copies of the annual certified notification of continuing agreement; ~~and~~;
- 7) Names and locations of primary, secondary, and backup PSAPs.

(Source: Amended at ___ Ill. Reg. _____, effective _____)

SUBPART C: MANAGEMENT AND STAFFING

Section 725.305 Commission Liaison

Each 9-1-1 system shall designate an individual as the Commission liaison for the system. The Commission's ~~9-1-1 Program Emergency Telephone Section~~ shall be notified of any change in the name of this liaison and of any change in the telephone number or address within ten days after ~~this such~~ change.

(Source: Amended at ___ Ill. Reg. _____, effective _____)

SUBPART D: STANDARDS OF SERVICE

Section 725.400 General Standards

- a) The digits "9-1-1" shall be the primary emergency telephone number within the system, but a public agency or public safety agency shall maintain a separate secondary seven digit emergency backup number for at least six months after the 9-1-1 system is in operation and shall maintain a separate number for non-emergency telephone calls.
- b) The system management shall ensure that 9-1-1 locatable addresses, with U.S. Postal Service notification, are assigned to all subscribers of an enhanced 9-1-1 system and provided to the 9-1-1 system provider.
- c) The system management shall coordinate with the appropriate authorities to ensure that road or street signs that are essential to the implementation of an enhanced 9-1-1 system be installed prior to activating the system.
- d b) Database queries will only be allowed ~~by PSAPs~~ for purposes of dispatching or responding to ~~9-1-1~~ emergency calls or for database integrity verification as set forth in subsections (f d)(3) through (5).
- e c) Prior to an initial database integrity verification, system management shall obtain a court order detailing the information ~~that which~~ is to be disclosed and the reason for disclosure.
- f d) The 9-1-1 database shall have the capability of allowing non-emergency database queries provided the following procedures are adhered to:

- 1) The system management shall be responsible for providing a level of security and confidentiality to the database ~~that which~~ will prohibit any persons the means to access the database on a random inquiry;
 - 2) Direct access to 9-1-1 database information will be under strict control and, where the hardware being used is compatible, a password will be assigned for access;
 - 3) Non-emergency queries shall be by telephone number only and as necessary for purposes of database integrity. Non-emergency queries in excess of 10 per 24-hour period will only be done with 2 or more days advance notice to the respective telecommunications carrier system administrator for scheduling purposes. Queries may be for the specific purpose of cross-checking information in the 9-1-1 database with other sources of information, including telephone and other directories, maps, municipal database listings, etc.; and for verifying that database update information provided to the telecommunications carrier has indeed been posted and is correct. Queries will only be made on numbers that are present within the 9-1-1 system as identified in the Illinois Commerce Commission's order of authorization for the 9-1-1 system. On-site databases are exempt from telecommunications carrier advance notification requirements of this Section;
 - 4) Information retrieved will be used exclusively for the maintenance, update, and verification of the 9-1-1 database except as otherwise specified in subsection (d). Any other use is expressly prohibited. The information is subject to strict non-disclosure agreements between the various telecommunications ~~carriers~~ carrier and system management. All personnel associated in any way with the ETSB or the 9-1-1 system are bound by these agreements; and
 - 5) Direct database queries shall not adversely affect the normal operation of the 9-1-1 system. Direct database queries shall be limited to off-peak times. Direct database queries shall be suspended during any incident ~~that which~~ could possibly result in a number of calls from the public being made to 9-1-1. Direct database queries shall not be made if there is any known outage or impairment in the database system, including a database data link outage. Direct queries shall also be suspended if there is any abnormal lag or delay noticed in receiving responses to database queries, or if notified to cease queries by telecommunications carrier personnel. The telecommunications carrier shall treat notification of 9-1-1 system management of database query suspension as a priority. Where practicable, this notification by the telecommunications carrier to 9-1-1 system management shall be made not later than fifteen minutes after a confirmed incident or event ~~that which~~ will cause database queries to be suspended.
- g e) The system management shall be responsible for the compliance of these standards, overall management, security and coordination of the 9-1-1 system.

h f) Upon a written request of the system management, the ~~telecommunications carriers~~ ~~EECs~~ shall provide within ~~14~~ ~~fourteen~~ working days a report to assist in the validation of the accuracy of the 9-1-1 database. Before this report is delivered to the system management, the system management shall obtain a court order requiring the ~~telecommunications carriers~~ ~~EECs~~ to release the information. A single court order may be used to comply with this subsection and subsection (e c) of this Section.

- 1) This report shall include the following information ~~where available in the 9-1-1 database~~:
 - A) Telephone number - area code, prefix, and number in separate fields;
 - B) Pilot number - single telephone number used to tie multiple numbers within a system together;
 - C) Service address - including street name, street numbers, suffix, directional, community name, state, zip code, and location and/or descriptive information, including intersection if MSAG indicates an intersection, in separate fields;
 - D) Billing address - if different than the service address, in separate fields, to be provided on a telephone number only basis pursuant to procedures defined by the telecommunications carrier and the system management. Billing address information shall be subject to non-disclosure agreements;
 - E) Name - first, last, and middle names or initials in separate fields;
 - F) Date service was initiated - the month, day, and year that service was initiated in separate fields. If this information is not available, the date reflecting the most current service order activity may be provided instead;
 - G) Type of service - residential, business, coin, etc.;
 - H) PBX/Centrex Extensions/Station Numbers - identify those numbers that are part of a PBX/Centrex system where ~~this~~ ~~such~~ information is available;
 - I) Surcharge status - where ~~this~~ ~~such~~ information is available, the report shall identify those lines on which a surcharge is being collected and the date on which the collection was initiated. Identify those lines on which no surcharge is being collected and the reason for each exemption, including telecommunications carrier lines, in separate fields;
 - J) Emergency Service Number (ESN) - appropriate ESN, if assigned, is to be made available only from the primary telecommunications carrier providing database development and routing services.

- 2) This report may be requested in writing, at a maximum, on a monthly basis. Information will be gathered from service order activity from the previous month. The information in this report is considered proprietary and shall be used exclusively for validating the accuracy of the 9-1-1 database. This report will be delivered in an electronic, ~~only ASCII or D-Base III~~ format. It will not be delivered in paper format. There will be a charge for this report, ~~that which~~ will be a tariffed item by each telecommunications carrier.
- i) ~~9-1-1 system management will have the following responsibilities:~~
- 1) ~~Coordination of project management for system implementation and ongoing changes including, but not limited to, project timeline, milestone progress report, and communications with all participants;~~
 - 2) ~~Coordination of delivery of services between the 9-1-1 service provider, participating telecommunications carriers and the Commission; and~~
 - 3) ~~Notification of Commission Staff within a minimum of 14 calendar days prior to 9-1-1 activation.~~
- j) ~~Each E9-1-1 system shall have only one 9-1-1 system provider that shall provide the overall 9-1-1 database and selective routing network and associated duties for the entire system. In addition, the 9-1-1 system provider shall assume the lead role in coordinating entire projects for each telecommunications carrier in conjunction with 9-1-1 system management. Responsibilities of the 9-1-1 service provider shall include, but not be limited to:~~
- 1) ~~Adhering to the acceptable and agreed upon standards for database record exchange as prescribed, at a minimum, by the National Emergency Number Association (located at 422 Beecher Rd., Columbus OH 43230) in "Recommended Formats and protocols for ALI Data Exchange, ALI response and GIS Mapping" (NENA 02-010 approved on 1/2002, that combined versions 1,2,2.1,3.1, and 4);~~
 - 2) ~~Coordination of updating and maintaining subscriber 9-1-1 data provided by other participating telecommunications carriers to meet the requirements as set forth in Section 15.4(d) of the ETSA [50 ILCS 750/15.4(d)];~~
 - 3) ~~Coordination of updating and maintaining the Master Street Address Guide with 9-1-1 system management and the participating telecommunications carriers;~~
 - 4) ~~Updating the ALI database on a daily basis during normal business days;~~
 - 5) ~~Providing notification of errors to the appropriate entities within 24 hours for corrective action;~~
 - 6) ~~Providing the error percentage status to 9-1-1 system management no more~~

than once monthly, but, at a minimum, annually within the 4th quarter of each year, no later than December 31st;

- 7) Providing a network diagram to 9-1-1 system management, no more than once monthly, but, at a minimum, annually within the 4th quarter of each year, no later than December 31st;
- 8) Coordination of ordering and installation of all network components with all participating telecommunications carriers to meet the requirements in Section 725.500;
- 9) Coordination with all participating telecommunications carriers and 9-1-1 system management in order to obtain all required information for selective router tables, i.e. NPA/NXX, ESN, default ESN; and
- 10) Coordination with 9-1-1 system management for loading of the 9-1-1 database.

(Source: Amended at ___ Ill. Reg. _____, effective _____)

SUBPART E: ENGINEERING

Section 725.500 Telecommunications Carriers

- a) A 9-1-1 telecommunications service provides a terminating only service that which connects a person who has dialed the universal emergency service code 9-1-1 to the PSAP assigned to that trunk group. Consistent with the language contained in subsection (c), 9-1-1 telecommunications service shall be provided through either dedicated direct trunking or tandem trunking. No 9-1-1 calls shall ever be delivered to Operator Services.
- b) Each telecommunications carrier shall file tariffs under Section 9-102 of the Public Utilities Act [220 ILCS 5/9-102] for 9-1-1 Telecommunications Service to be applied to all services peculiar to 9-1-1 installations.
- c) Dedicated direct trunking shall be considered to be the standard method of providing incoming 9-1-1 circuits. Incoming ~~trunking trunks~~ shall initially be designed assuming a minimum offered load of 1.00 CCS (expected traffic load) per 1000 main stations to be served, or a minimum of two trunks, whichever is higher. Within 6 months ~~after of~~ the on-line date, each trunk group shall be re-evaluated and maintained to assure 99% completion of calls placed to 9-1-1 during the average busy hour of the average busy day, or a minimum of two trunks, whichever is higher. In the event there is a host/remote central office configuration, additional trunks should be added in either a separate trunk group from each host/remote or in consolidated trunk groups based on cost and engineering considerations. Each trunk group should be sized to deliver calls to the selective routing switch being engineered in such a manner that will meet or exceed a P.01 grade of service.
 - 1) If dedicated direct trunking is not available from a remote switch, either to the

host office or to the 9-1-1 control office serving the PSAPs, use of the umbilical for 9-1-1 will be allowed from the remote to the host. When direct remote trunking is available, dedicated trunk groups shall be provisioned directly from the remote switch.

- 2) Alternative incoming 9-1-1 trunking methods may be utilized by the PSAP if technology and/or local telecommunications facilities can be designed and implemented. The quantity of trunks and related switching components in the telephone network shall be engineered in accordance with good engineering practices and the applicable Commission Standards of Service specified for the interoffice and intertoll network to ensure completion of calls placed to 9-1-1 during the average busy hour of the average busy day. A detailed description of the trunking method to be used must be included in tentative 9-1-1 plans. Approval ~~The approval~~ by the Commission's 9-1-1 Program regarding Emergency Telephone Section of alternative incoming 9-1-1 trunking methods shall be required by the petitioner prior to submitting the final application. Requests for alternative trunking methods for existing systems require a detailed written description of the trunking method to be used for approval by the Commission's 9-1-1 Program prior to implementation.
- d) All 9-1-1 circuits shall be arranged for one way incoming only service to the PSAP. Outbound dialing on 9-1-1 circuits is prohibited.
- e) Telecommunications carriers shall use the Common Language Circuit Identifier "ES" in identification of 9-1-1 telecommunications service "A" link trunks and the circuit identifier "EMNC" shall be used for "B" link circuits to prevent confusion with other special services.
- f) Coin-free dialing shall be provided from all coin telephones within an exchange with 9-1-1 service. ~~Telephone companies shall notify all non-telecommunications carrier providers of 9-1-1 service in the system.~~
- g) "9-1-1 Telecommunications Service" may be of two types: Basic or Enhanced 9-1-1 or E9-1-1.
 - 1) Consistent with the language contained in subsections (c) and (d), Basic 9-1-1 telecommunications service shall be provided through either dedicated direct trunking and/or tandem trunking. The features associated with the dedicated direct trunking service shall be according to the following format types:
 - A) Type #1 - This is the most basic configuration available, and provides:
 - i) No per-call charge,
 - ii) Loop-type ringdown signaling toward PSAP,
 - iii) Ringback tone to caller, and

- iv) Transmission path for communication between the caller and the PSAP.
 - B) Type #2 - This configuration provides all the features of the Type #1 circuit with the following options:
 - i) Called party hold,
 - ii) Forced disconnect,
 - iii) Idle circuit tone application, and
 - iv) Originating Switchhook Status Indication contingent on the installation of appropriate terminal equipment at the PSAP.
 - C) Type #3 - This configuration provides all the features of the Type #1 and Type #2 circuits with the addition of ringback of the calling party on a held line.
 - D) Type #4 - This configuration provides for optional features beyond those described in the configuration of Type #2 or Type #3. This type of Basic 9-1-1 also requires trunks capable of carrying ANI.
- 2) The E9-1-1 feature provides the capability to serve several PSAPs existing within the 9-1-1 service area with tandem trunking through the E9-1-1 ~~selective router tandem office~~. The main characteristic of E9-1-1 service is the capability of the E9-1-1 ~~selective router tandem office~~ to selectively route a 9-1-1 call originating from any station in the 9-1-1 service area to the correct primary PSAP. The features associated with tandem trunking in an E9-1-1 System may include the following:
- A) Selective routing;
 - B) Default routing;
 - C) Alternate routing;
 - D) Central office transfer;
 - E) ANI; and
 - F) ALI.
- h) The transmission grade of service on 9-1-1 circuits using inter-exchange facilities shall be at least equivalent to the transmission grade of service specified in 83 Ill. Adm. Code 730.520 dealing with interoffice transmission objectives.
 - i) The transmission grade of service for the intra-exchange loop portion of any 9-1-1

circuit shall be at least equivalent to the transmission grade of service specified in 83 Ill. Adm. Code 730.525 dealing with local loop transmission objectives.

- j) When all 9-1-1 circuits are busy in the originating central office, the switching facility, where equipped to provide the function, shall route the caller to an announcement or busy tone. When an all-trunks busy situation occurs in an intermediate switching facility, that machine shall, where equipped, route the caller to an appropriate backup answering location, announcement, or busy tone.
- k) All telecommunications carriers shall arrange for each of their switching offices to accept the 9-1-1 code. ~~no later than two years after a referendum has passed or the signing of a contract or letter of intent in the area that is served by that switching office. When the 9-1-1 code is dialable in a switching office but not providing service, the caller shall receive either live or mechanical intercept service.~~
- l) No circuits associated with a 9-1-1 system shall be opened, grounded, short circuited, or tested in any manner until maintenance personnel have obtained release of the affected circuits from the appropriate PSAP personnel. Telecommunications carrier maintenance personnel will endeavor to advise PSAP personnel regarding the length of time that will be required to perform any work involving circuits associated with a 9-1-1 system. ~~Telecommunications carrier personnel shall notify 9-1-1 system management a minimum of 48 hours prior to performing any action that could adversely affect 9-1-1 service, including, but not limited to; central office switching installations, E9-1-1 selective router installations, upgrades, rehomes, or NPA additions.~~
- m) Each telecommunications carrier shall adopt practices to minimize the possibility of service disruption on all circuits associated with 9-1-1 service to a PSAP. ~~These~~ Such practices will provide for circuit guarding at all terminations with protective devices that will minimize accidental worker contact. ~~These~~ Such practices shall also contain procedures for physical identification of all 9-1-1 circuit appearances with special warning tags and/or labels, and identification of circuits in company records.
- n) Prior to a 9-1-1 system going on-line, each telecommunications carrier is responsible for having in its records a contact number for each PSAP in the event of outage or failure of a 9-1-1 system.
- o) Except as otherwise provided in this Part, call boxes shall be a part of the 9-1-1 system. Each system shall be engineered and provisioned with call boxes to adequately serve a system in the event the central office is isolated from the control office or selective router. Call boxes shall only be provisioned to central offices and to those remote central offices that have the capability to stand-alone and function when severed from the host central office. A high priority of attention shall be given to all trouble reports and requested restorals. Call boxes shall be designed to meet the following requirements:
 - 1.) Call boxes shall have a minimum of two lines, with additional lines agreed to by system management and the telecommunications carriers;

- 2) The type of vault used to house the call box circuitry shall be weather resistant and have a locking capability;
 - 3) The call boxes shall be provisioned with a transfer switch for use by authorized personnel to route 9-1-1 calls from the network to the call box jacks;
 - 4) The call boxes shall be provisioned with the lines busied out until the transfer switch is thrown to prevent calls from ringing into an unattended call box;
 - 5) The call boxes shall be equipped with an intrusion alarm at an additional cost to be assessed to the system management through a tariff filed pursuant to Section 9-201 of the Public Utilities Act;
 - 6) Call boxes shall be located, installed and maintained so that 9-1-1 system personnel have unrestricted access to the call box 24 hours per day, 7 days per week. If the call box is to be located within any secured area, the telecommunications service provider shall provide 9-1-1 system management immediate, unrestricted access to the secured area; and
 - 7) The calls boxes shall be tested in conjunction with 9-1-1 system management at a minimum, annually.
- p) Where call boxes are not a viable solution for a telecommunications carriers, the following options are available:
- 1) Diverse routing is required if used in lieu of a call boxes and shall be provisioned to meet the P.01 grade of service by the telecommunications carrier and shall meet the following requirements:
 - A) A minimum of two facility paths that are in physically separate cable routes between the central office and the 9-1-1 selective router; and
 - B) Trunks divided as equally as possible in the two facility paths between the central office and the 9-1-1 selective router. Trunking shall be provisioned as stated in subsection (c).
 - 2) Other viable solutions as technology permits may be utilized with prior approval by the Commission's 9-1-1 Program. A detailed written description of the proposed solution to be utilized must be submitted to the Commission's 9-1-1 Program for approval prior to deployment. Approval will be determined based on good engineering practices, the cost and rate consequences (if applicable), and the effect on the provisioning of 9-1-1 service.
 - 3) All telecommunications carriers shall coordinate call box procedures or alternative call box procedures with 9-1-1 system management and the Commissions 9-1-1 Program.
- qp) Each telecommunications carrier shall adopt practices to notify a primary point of

contact within a 9-1-1 system within 15 minutes after a confirmed outage within the system and to also advise the primary point of contact as to the magnitude of the outage. If more than one 9-1-1 system is served out of a central office, the telecommunications carrier shall make notification to a primary PSAP within each 9-1-1 system affected.

- rq) Each telecommunications carrier shall adopt practices to notify a primary point of contact within a 9-1-1 system within 15 minutes after the confirmed restoration of 9-1-1 services.
- s) Each telecommunications carrier shall provide written notification including 24 hour 9-1-1 service and repair center contacts to 9-1-1 system management prior to offering telecommunications services within the 9-1-1 service area.
- t) Each telecommunications carrier shall deliver 9-1-1 service elements as requested by 9-1-1 system management for the provisioning and ongoing maintenance of the 9-1-1 systems as follows:
 - 1) Provide surcharge coordination with 9-1-1 system management;
 - 2) Provide database coordination with the system provider;
 - 3) Provide network coordination with the system provider; and
 - 4) Provide maintenance and repair procedures, service and repair center contact information, restoration plan and call trace procedures to 9-1-1 system management.
- u) Each telecommunications carrier shall adopt testing practices in conjunction with 9-1-1 system management to perform, at a minimum, central office to PSAP 9-1-1 test calls when any of the following changes occur:
 - 1) New central office switching installations;
 - 2) E9-1-1 selective router installations, upgrades, or rehomes;
 - 3) NPA additions;
 - 4) Central office switch upgrades to allow LNP;
 - 5) Number Pooling implementations; and
 - 6) Any other event that affects 9-1-1.
- v) Each telecommunications carrier shall adopt practices and implement procedures to reduce or minimize the conditions that cause default routed calls.
- w) Each telecommunications carrier shall provide the feature "default routing" to all 9-1-1

customers. Each telecommunications carrier shall adopt practices to coordinate default routing requirements with the 9-1-1 service provider for the 9-1-1 service area they are operating in. Default routing will be provided, at a minimum, by county. Where an exchange boundary/rate center crosses county boundaries, the telecommunications carrier may establish a single default with the approval of 9-1-1 system management for those affected 9-1-1 systems.

- x) Each telecommunications carrier shall adopt practices and procedures to deliver 9-1-1 calls to the appropriate selective router based on the originating caller's location and assigned NPA for the 9-1-1 service provider's selective router coverage area.
- y) Each telecommunications carrier will adopt practices to provide the appropriate telecommunications services to Private Business Switch and Private Residential Switch subscribers for the purposes of complying with Sections 15.5 and 15.6 of the ETSA [50 ILCS 750/15.5 and 15.6] and 83 Ill. Adm. Code 726.
- z) Each telecommunications carrier shall update the 9-1-1 database on a daily basis (Monday through Friday during business hours).

(Source: Amended at ___ Ill. Reg. _____, effective _____)

Section 725.505 Public Safety Answering Point

- a) All 9-1-1 call answering equipment used by a PSAP must comply with applicable Federal Communications Commission rules, 83 Ill. Adm. Code 740 and local telecommunications carrier tariffs and must be compatible with the telecommunications carrier's LEC's central office equipment and trunking arrangements.
- b) Each PSAP, after consultation with the telecommunications carrier LEC, shall designate an area of adequate size to be used by the telecommunications carrier LEC for termination of the company's lines and equipment.
- c) Premises equipment for each 9-1-1 circuit will indicate incoming calls by both audible and visible signals. Each outgoing circuit shall have a visual display of its status.
- d) Each 9-1-1 answering position shall have access to all incoming 9-1-1 lines and outgoing circuits peculiar to its zone of responsibility.
- e) Call transfer equipment shall be designed to achieve transfers with at least 99.9% completion. (This may require the use of dedicated direct trunking toward the responding agency.) When At such time as the telecommunicator verifies that the transfer has been completed and the telecommunicator's services are no longer required, the telecommunicator may manually release himself/herself from the call, provided that the telephone equipment is so designed. A 9-1-1 system should be designed so that a call will never be transferred more than once.
- f) Each answering position PSAP shall have direct access to an operational teletypewriter (TDD/TTY), and all PSAP telecommunicators personnel shall be trained in its use at

least every six months. 9-1-1 system management will ensure that TTY equipment is available to continue service in the event of emergency, malfunction, or power failure. A portable will be held in reserve per 9-1-1 system to replace any malfunctioning TDD/TTY.

- g) Each PSAP shall have at least one overflow answering position to handle those circumstances when the call volume exceeds the capability of the primary telecommunicator position. This position must have the capability of being answered by a trained PSAP telecommunicator and be capable of receiving the Enhanced 9-1-1 features if it is a participant in an Enhanced 9-1-1 system. Supervisory positions may be utilized to satisfy this requirement only if the position will be answered by emergency trained personnel. Overflow calls shall be routed to a backup PSAP except as provided for in subsection (i) ~~of this Section.~~
- h) System management shall provide continuous and uninterrupted operation to the persons within the system's boundaries 24 hours per day.
- i) Backup PSAP
 - 1) Each 9-1-1 system shall have a backup PSAP. A backup PSAP shall meet the same standards as the primary PSAP except as provided for in subsections (i)(2) and (3) ~~of this Section. Furthermore, 9-1-1 systems that were issued authorization to operate prior the effective date of this amendment and that still do not currently maintain a back-up PSAP, must comply with this Section within 24 months after the effective date of this amendment.~~
 - 2) In a ~~county~~ 9-1-1 system with less than 15,000 billable access lines, where the ~~system~~ county has demonstrated that the requirements of subsections (g) and (h) ~~of this Section~~ would place an undue financial burden upon the system, a full feature backup PSAP does not have to be maintained. For those systems, the backup PSAP requirement may be met by one of the following:
 - A) An unattended PSAP shall have:
 - i) The capability to provide 9-1-1 service;
 - ii) The communication equipment necessary to dispatch emergency services;
 - iii) A backup power supply; and
 - iv) ~~The ability to communicate via TT;~~ and
 - v iv) The capability to be immediately activated with authorized personnel.
 - B) Call Box devices only if:

- i) The 9-1-1 system has five or fewer ~~telecommunications carrier LEC~~ central offices;
 - ii) System management has provided the communication equipment necessary to dispatch emergency services; and
 - iii) They can be immediately activated with authorized personnel.
- 3) 9-1-1 systems with less than 15,000 billable access lines that have two or more PSAPs shall meet the standards as outlined in subsections (g), (h), and (i) ~~of this Section~~. 9-1-1 systems operating under this exemption should, as funds become available, upgrade their backup PSAP capability to meet those standards as specified in subsections (g), (h), and (i) ~~of this Section~~. When a 9-1-1 system starting with less than 15,000 billable access lines increases its billable access lines to 15,000 for a period of 1 year, it shall upgrade to meet the standards as specified in subsections (g), (h), and (i) ~~of this Section~~.
- j) PSAP telecommunicators shall be trained in emergency dispatch procedures as specified by ~~9-1-1~~ system management to fulfill the responsibilities of their position with the following requirements.
 - 1) ~~Newly hired telecommunicators must receive, at a minimum, a 40-hour training curriculum approved by 9-1-1 system management prior to 9-1-1 call handling.~~
 - 2) ~~If emergency medical dispatch is being provided that involves the dispatch of any fire department or emergency medical service agency, additional training must be completed in accordance to the Emergency Medical Services (EMT) Systems Act [210 ILCS 50] and the 77 Ill. Adm. Code 515.~~
 - 3) ~~Continuing education for existing telecommunicators is required and will be specified by 9-1-1 system management.~~
- k) System management shall provide for the installation of a master logging recorder of adequate capacity to record both sides of a conversation of each incoming 9-1-1 call and any radio transmissions relating to the 9-1-1 call and its disposition. ~~These~~ Such recordings shall have the time of each event noted. System management may elect to record on a circuit-by-circuit basis or by way of the telecommunicator's position.
- l) System management shall ensure that each PSAP maintains an archive of the ~~storage media tapes~~ for a minimum of ~~30~~ thirty days without recirculation of any ~~media tape~~.
- m) In order for a 9-1-1 plan to be approved, the facility selected for the primary PSAP, backup PSAP, and, where instituted, a secondary PSAP, must be equipped with an emergency back-up power source capable of supplying electrical power to serve the basic power requirements of the PSAP, without interruption, for a minimum of four hours. ~~The back-up power source shall be tested for reliability on a monthly basis.~~
- n) Where sophisticated telephone equipment or customer premise equipment is

implemented and which is not tolerant of power fluctuations or interruptions, and is vital to the PSAP's operation, an uninterruptible power source shall be installed at all PSAP locations.

- o) In some instances, the system management may desire to have route diversity for its telephone circuits. The ~~telecommunications carrier LEC~~ serving the PSAP shall be responsible for providing the necessary information regarding the availability and cost of this service.
- p) Each PSAP shall have at least one non-published telephone number to be provided to ~~telecommunications carrier LEC~~ operators, adjoining PSAPs and agencies to advise the PSAP of emergency messages.
- q) System management shall adopt practices to ensure the following:
 - 1) When call box operation is necessary, authorized personnel shall respond to the call boxes who are trained in the operation of call box procedures;
 - 2) In instances where a call box is situated in split ~~telecommunications carrier LEC~~ exchanges (an exchange shared with more than one 9-1-1 system or jurisdiction), procedures shall be developed by the 9-1-1 systems involved to respond to the call box in instances of outages or disasters; ~~and~~
 - 3) That when a primary point of contact is notified by telecommunications carrier personnel that an outage has occurred in a 9-1-1 system, the PSAP being notified must make notification to other PSAPs in the 9-1-1 system that is affected by the outage; ~~and:~~
 - 4) ~~That default routing requirements will be coordinated with the 9-1-1 system provider, telecommunications carriers, and 9-1-1 system management.~~
- r) System management shall have the obligation of continual review using recognized administrative, engineering and database security procedures to determine and assure adequate service to the general public in accordance with the Act and this Part.
- s) PSAP employees shall be instructed to be efficient and courteous in the handling of all calls and to comply with the provisions of all applicable federal and State laws in maintaining secrecy of communications.
- t) Each PSAP shall insure that all 9-1-1 emergency calls are answered and handled without preference to the location of the caller.
- u) ~~It shall be the joint responsibility of the 9-1-1 system and the telecommunications carrier to ensure that the error ratio of each 9-1-1 system's database shall not, at any time, exceed 1%. Where LEC facilities permit, and assignable radio frequencies are available, wireless technology may be considered as an alternative to the call box system capability as required in Section 725.500(o) of this Part. System management shall be responsible for the identification and licensing of radio frequencies with the Federal~~

Communications Commission, for costs for equipping or for converting any central office within the 9-1-1 system with wireless links that are equal to the number of land-based trunks; and for any other equipment necessary to provide emergency communications via wireless technology. When wireless technology is utilized, the wireless links will be activated in the event the central office is severed from the rest of the network. Wireless links shall be provisioned to all central offices that can stand alone and function when severed from the host central office. System management shall coordinate any conversion with the LEC. Approval of the Commission's 9-1-1 Emergency Telephone Section shall be required prior to implementation.

- v) Each PSAP should answer ninety percent of all 9-1-1 calls within ten seconds.
- w) All calls of an administrative or non-emergency nature shall be referred to the appropriate agency's published telephone number. After the referral is made, the telecommunicator shall release the circuit for public use.
- x) A current copy of this Part shall be on file in every PSAP.
- y) Call through testing is required prior to going on-line.
 - 1) A formal written test plan shall be provided to the Commission's 9-1-1 Program as well as an attachment to the final plan submitted to the Commission for the systems authorization to operate. The test plan will explain how 9-1-1 system management plans to perform its testing set forth in subsection (y)(2). Testing shall be for a minimum of two weeks for communities or multi-jurisdictional communities and two weeks for county systems that are served by live 9-1-1 end offices.
 - 2) System management shall ensure that call through and field testing has been performed on a minimum of 40% of all access lines in the 9-1-1 service area, including each NXX for every participating telecommunications carrier and for every ESN within each telecommunications carrier's service area prior to the 9-1-1 system being able to announce it's availability to the public. Testing shall be:
 - A) for a minimum of:
 - i) Four weeks for communities or multi-jurisdictional communities; and
 - ii) Six weeks for county systems that are not currently being served 9-1-1 service; or
 - B) For a minimum of 80% of all access lines in a system for both communities or multi-jurisdictional communities and county systems.
- z) Ongoing testing after the 9-1-1 system is on-line shall include the following:
 - 1) 9-1-1 system management shall conduct testing with all telecommunication

carriers including, but not limited to, the 9-1-1 database, network trunking, system overflow, system backup, default routing, call transfer and call boxes on a continuing basis to ensure system integrity. The testing shall be coordinated in advance by 9-1-1 system management, 9-1-1 service providers, and the participating telecommunications carriers.

- 2) 9-1-1 system management shall participate in coordinated testing with the participating telecommunications carriers when any of the following occur:
 - A) New central office switching installations;
 - B) E9-1-1 selective router installations, upgrades or rehomes;
 - C) NPA additions;
 - D) When a central office switch is made LNP capable; and
 - E) Number Pooling; and
 - E) Any other event that affects 9-1-1.
- 3) Upon request, after notification of implementation, 9-1-1 system management shall participate in coordinated testing with the private residential or business switch operators.
- 4) 9-1-1 system management shall forward all error reports within two business days after finding the error to the 9-1-1 system provider.
- 5) 9-1-1 system management shall attempt to retest and/or validate that all errors have been corrected (e.g., no record found, misroutes).
- 6) The 9-1-1 system provider shall correct the error within two business days after receipt of an error report from 9-1-1 system management.
- 7) If the error affects multiple carriers and 9-1-1 systems, then the correction shall take place within two to four business days after receipt of an error from 9-1-1 system management.
- 8) 9-1-1 system management shall on a continuing basis maintain the MSAG, the ELT for each ESN and the associated telephone numbers for the ELTs.

(Source: Amended at ___ Ill. Reg. _____, effective _____)

SUBPART F: OPERATIONS

Section 725.600 System Review

- a) The corporate authorities of any county or municipality that imposes a surcharge shall

~~establish an Emergency Telephone System Board. The corporate authorities shall provide for the manner of appointment and the number of members of the Board, provided that the board The ETSB where appointed shall act as the advisory or policy board for each 9-1-1 system. If there is no ETSB, each system shall establish an advisory or policy board which shall consist of not fewer than 5 members, one of whom shall may be a public member who is a resident of the local exchange service territory included in the 9-1-1 coverage area, one of whom (in counties with a population less than 100,000) shall be a member of the county board, and at least three of whom shall be representative of the 9-1-1 public safety agencies, including but not limited to police departments, fire departments, emergency medical services providers, and emergency services and disaster agencies and appointed on the basis of their ability and experience. Elected officials are also eligible to serve on the board. The board shall serve as the grievance committee for the resolution of disputes.~~

- b) ~~Any two or more municipalities, counties, or combination thereof, that impose a surcharge may, instead of establishing individual boards, establish by intergovernmental agreement a Joint Emergency Telephone System Board. The manner of appointment of such a joint board shall be prescribed in the agreement. The intergovernmental agreement must be consistent with subsection (a). Any participating agency which feels that adequate service is not being provided, in accordance with their negotiated agreement, may present its grievance before the advisory or policy board as identified in subsection (a) of this Section.~~
- c) ~~The powers and duties of the Board shall be defined by ordinance of the municipality or county or by intergovernmental agreement in the case of a joint board.~~

(Source: Amended at __ Ill. Reg. _____, effective _____)

Section 725.620 Disaster Procedures

- a) Each PSAP management shall develop procedures providing for the continued operation of a 9-1-1 answer point in the event that critical functions of the PSAP are partially or totally disabled due to natural or man-made disasters.
- b) Each ~~telecommunications carrier's~~ LEC's central office shall be equipped with call boxes to serve a 9-1-1 system if there is an outage or disaster ~~or may be provisioned to provide diverse routing in lieu of a call box except as provided in Section 725.500(p)(2).~~ Once accessed by authorized personnel, the call boxes are under direct control of system management. Call boxes shall be designed to meet the following:
 - 1) ~~Have a minimum of two lines, with additional lines agreed to by system management and the LECs;~~
 - 2) ~~The type of vault used to house the call box circuitry shall be weather resistant and have a locking capability;~~
 - 3) ~~The call boxes shall be provisioned with a transfer switch for use by authorized personnel to route transfer 9-1-1 calls from the network to the call box jacks;~~

- 4) ~~The call boxes shall be provisioned with the lines busied out until the transfer switch is thrown to prevent calls from ringing into an unattended call box, and~~
- 5) ~~The call boxes shall be equipped with an intrusion alarm at an additional cost to be assessed to the system management through the tariff process.~~

(Source: Amended at __ Ill. Reg. _____, effective _____)

SUBPART G: FACILITIES

Section 725.700 Physical Security

- a) ~~System management must ensure that critical~~ Critical areas of a PSAP, backup PSAP, and secondary PSAP shall have adequate physical security to prevent malicious disruption of service and shall be protected against damage due to vandalism, terrorism, and civil disturbances. ~~PSAP personnel shall be isolated from direct public contact. These~~ Such critical areas shall, at a minimum, include all communications equipment, communications PSAP personnel, electronic equipment rooms, and mechanical equipment rooms that are vital to the operation of the PSAP.
- b) ~~The PSAP and PSAP personnel shall be isolated from direct public contact. Wherever practical, service entrances for electric and telephone service shall be underground, at least to the respective utility's serving distribution facility. Sufficient protective measures shall be taken against vandalism and natural or manmade hazards at each PSAP.~~
- c) ~~Entry to the PSAP shall be restricted to authorized persons only. Additionally, doors that lead directly from the exterior into the PSAP or from within a building into the PSAP shall be secured at all times. Access to the communications mechanical equipment rooms shall be restricted within the building by means of secured doors.~~
- d) ~~Access to the communications and electronic equipment rooms shall be restricted within the building by means of secured doors.~~
- e) ~~Wherever practical, service entrances for electric and telephone service shall be underground, at least to the respective utilities nearest serving distribution point. Protective measures shall be taken against vandalism and natural or manmade hazards at each PSAP.~~
- f) ~~The PSAP shall be equipped with a fire extinguisher. Personnel shall be instructed in proper use of these extinguishers.~~

(Source: Amended at __ Ill. Reg. _____, effective _____)

SUBPART H: SURCHARGE

Section 725.800 Assessment of Surcharge **(Repealed)**

- a) ~~Any municipality or any county may impose a monthly surcharge on billed subscribers of network connections provided by telecommunications carriers engaged in the business of transmitting messages by means of electricity originating within the corporate limits of the municipality or county imposing the surcharge, provided that:~~
 - 1) ~~The rate at which the surcharge shall be determined shall be established by passage of a referendum by the electors and passage of an ordinance imposing the surcharge by the municipality or county.~~
 - 2) ~~The referendum requirement in subsection (a)(1) of this Section shall not apply to any municipality with a population over 500,000 and the surcharge may not exceed \$1.25 per network connection.~~
- b) ~~The surcharge per month per network connection allowed by Section 15.3 of the Emergency Telephone System Act [50 ILCS 750/15.3] and upon passage of an ordinance by the municipality or county shall be collected by the telecommunications carrier and held in a special fund for the municipality, county or joint ETSB imposing the surcharge. The amount of surcharge collected by the telecommunications carrier shall be paid to the particular municipality, county, or joint ETSB not later than 30 days after the surcharge is collected, net any network or other sophisticated 9-1-1 system charges due the particular telecommunications carrier. The telecommunications carrier collecting the surcharge shall be entitled to deduct 3% of the gross amount of the surcharge collected to reimburse the telecommunications carrier for the expense of accounting and collecting the surcharge. For Centrex type service, each telecommunications carrier shall assess the surcharge equal to one network connection for every ten Centrex lines, except for those municipal or county lines exempt from surcharge under the Act. Each telecommunications carrier's tariff rates for nonrecurring and recurring services attributable to Centrex-type lines shall utilize the same ratio as utilized for surcharge.~~
- c) ~~The surcharge shall only be imposed by a municipality, county or Joint ETSB for the purposes of providing Enhanced 9-1-1 service.~~

(Source: Repealed at __ Ill. Reg. _____, effective _____)

Section 725.805 Surcharge Billing (Repealed)

- a) ~~The surcharge shall only be applied to those in-service network connections as defined in Section 725.105.~~
- b) ~~Trunks and/or lines supporting the following types of service shall be billed a 9-1-1 surcharge:~~
 - 1) ~~Centrex-type service (billed as described in Section 725.800(b);~~
 - 2) ~~Dormitory service;~~
 - 3) ~~Hospital service;~~

- 4) ~~Hotel/motel service;~~
 - 5) ~~Pay telephones as defined in 83 Ill. Adm. Code 771;~~
 - 6) ~~PBX;~~
 - 7) ~~Semi-public coin;~~
 - 8) ~~Services on temporary suspension;~~
 - 9) ~~Billing concession;~~
 - 10) ~~Key telephone systems;~~
 - 11) ~~Business lines; and~~
 - 12) ~~Residential lines.~~
- c) ~~The surcharge may also be assessed to other billed subscribers of network connections if and to the extent permitted under Section 15.3 of the ETSA.~~

(Source: Repealed at __ Ill. Reg. _____, effective _____)

Section 725.810 Telecommunications Carrier Surcharge Administration and Monthly Report to the Emergency Telephone System Board

~~Telecommunications carriers, whether they are considered resellers or facility based carriers, are responsible for their own surcharge administration. Telecommunications carriers that have contracted with a wholesale provider to bill, collect, and remit the 9-1-1 surcharge shall have one year after the effective date of this Part to renegotiate their interconnection agreement with that provider and arrange to directly bill, collect and remit the appropriate 9-1-1 surcharge. In addition, each Each telecommunications carrier shall provide to the ETSB, PSAP, or jurisdiction a detailed monthly listing of the actual number of network connections, including the number of residential, business, payphone, Centrex-type, PBX, and exempt lines. in the 9-1-1 or proposed system to assist the jurisdiction in determining the line count for planning and projecting revenues and costs for the 9-1-1 or proposed system. See Appendix A of this Part. The listing shall not contain information which the telecommunications carrier determines to be confidential.~~

(Source: Amended at __ Ill. Reg. _____, effective _____)

Section 725.APPENDIX A Telecommunications Carrier Monthly Report to ETSBTelecommunications ~~Local Exchange~~ Carrier Name: _____

Remittance for (Month/Year): _____

Total Number of Access Lines: _____

	Number	Rate	Revenues
Residential Lines	_____	_____	_____
Basic Business Lines	_____	_____	_____
Pay Phone Lines	_____	_____	_____
Centrex/ PBX Lines Billed	____/____	_____	____-____
Centrex/PBX Lines Not Billed	(____/____)		
Exempt Lines	(_____)		
TOTALS	_____		_____

Date Prepared_____
~~Preparer~~ Originator_____
Telephone Number

(Source: Amended at __ Ill. Reg. _____, effective _____)